IM Team Performance Measures
For the
"Provision of IM Services that Effectively Support SC Headquarters Business Activities"
FY 2003

Performance Measure	*FY 2001 Performance*	*FY 2002 Performance*	*Oct*	*Nov*
1. % Satisfaction with the overall quality of new IM services	77%	76%	N/A (Measured annually)	N/A (Measured annually)
2. % Satisfaction with the overall quality of current IM services	86%	87%	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	72% (4485/10411/.6)	81% (5226/10720/.6)	83% (585/1168/.6)	83% (520/1047/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	98% (11142/11317) Avg = 12 sec	100% (9035/9035) Avg = 11.25 sec	100% (1048/1 048) Avg = 11 sec	100% (936/936) Avg = 11 sec
5. % of Support Center "Helpdesk - Medium" calls resolved within 4 hours	68% (6613/9709) Avg = 20 hrs	78% (7004/8925) Avg = 7 hrs	72% (722/996) Avg = 6.59 hrs	70% (654/935) Avg = 24 hrs
6. % of time that e-mail is operational	100% (44620/44620 mins)	100%	100% (43200/43200 mins)	100% (43200/43200 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%
8. % of CIAG action items assigned to SC40 resolved by due dates	96% (155/161)	100% (50/50)	100% (1/1)	100% (5/5)
Customer Satisfaction	**80%**	**83%**	**83%**	**82%**
Hardware Maintenance Performance Measures	*FY 2001 Performance*	*FY 2002 Performance*	*Oct*	*Nov*
9. % of FORSTL hardware calls resolved within 4 hours	--	--	88% Avg = 3.25 hrs	100% Avg = 2 hrs
10. % of GTN hardware calls resolved with 2 hours	--	--	79% Avg = 2.07 hrs	82% Avg = 2 hrs

*CIAG – Customer Information Advisory Group

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Performance Measure	Dec	YTD
1. % Satisfaction with the overall quality of new IM services	N/A (Measured annually)	N/A (Measured annually)
2. % Satisfaction with the overall quality of current IM services	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	81% (378/776/.6)	83% (1483/2991/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	100% (818/818) Avg = 11 sec	100% (2802/2802) Avg = 11 sec
5. % of Support Center "Helpdesk - Medium" calls resolved within 4 hours	69% (462/665) Avg = 10 hrs	71% (1838/2596) Avg = 13 hrs
6. % of time that e-mail is operational	100% (43200/43200 mins)	100% (43200/43200 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%
8. % of CIAG action items assigned to SC40 resolved by due dates	100% (2/2)	100% (8/8)
Customer Satisfaction	**82%**	**82%**
Hardware Maintenance Measures	*Dec*	*YTD*
9. % of FORSTL hardware calls resolved within 4 hours	74% Avg = 3.06 hrs	87% Avg = 2.77 hrs
10. % of GTN hardware calls resolved with 2 hours	63% Avg = 2.08 hrs	75% Avg = 2.05 hrs

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